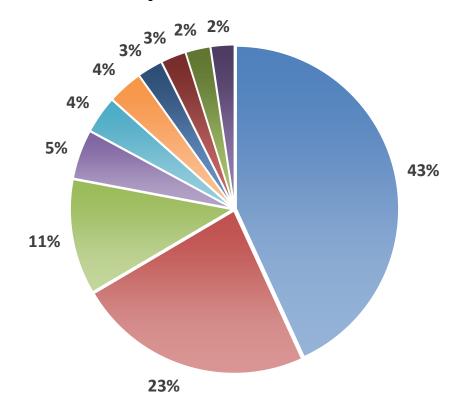
Top 10 Root Causes - Calendar Year 2020



- No notification made to the One-Call center 43%
- Failure to maintain clearance after verifying marks/failure to use hand tools 23%
- Locator error 11%
- Incorrect facility records/maps 5%
- Root cause not listed 4%
- Unlocatable Facility 4%
- Dug prior to valid start date/time 3%
- Failure to test-hole (pot-hole) 3%
- No response from operator/Contract Locator 2%
- Dug after valid ticket expired 2%